RemoteKVM User Guide

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Notice

Document Version : 1.0.0
Date : 2012.03. 06
RemoteKVM Model : KV0101
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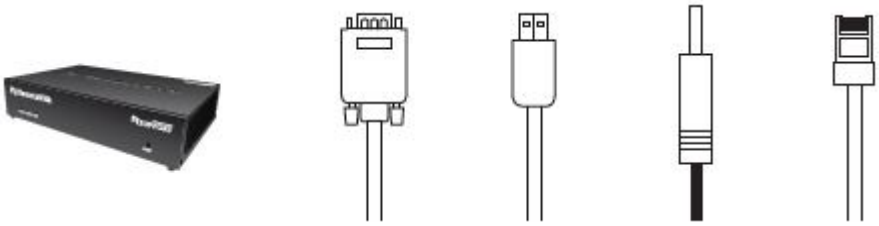
1. RemoteKVM Introduction

1.1. What is RemoteKVM?

Rsupport's RemoteKVM (Model: KV0101) is unlike any other Network KVM product as it supports Full HD (1920 x 1080) Resolution as well as 20 other standard resolutions. Proven reliable by over 5000 clients world-wide, our self-developed VRVD 5.0 technology ensures responsive mouse and keyboard control even with prolonged usage. In addition, the ability to monitor more than 10 full HD screens in real time helps improve management efficiency and with RemoteKVM's ability to immediately identify and provide hardware status information allows for quicker diagnoses of problems and significantly decreased downtime.

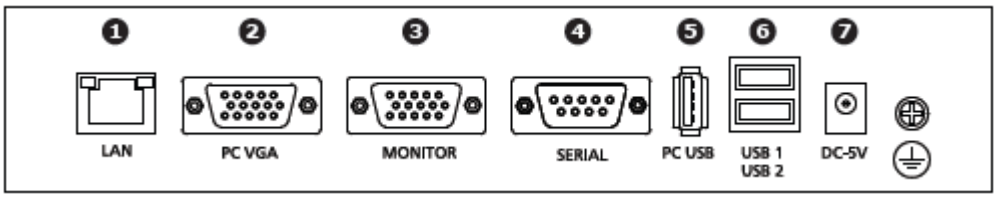
2. RemoteKVM Components

2.1. What's included?



KVM Appliance (KV0101) – VGA Cable – USB Cable – Power Cord – Ethernet Cord

2.2. Available Ports and Connections



① LAN : Ethernet Port
② PC VGA : PC VGA Port
③ MONITOR : Monitor Port
④ SERIAL : Serial Port
⑤ PC USB : PC USB Slots
⑥ USB: (2)USB Slots
⑦ DC-5V : Power Jack (5V)

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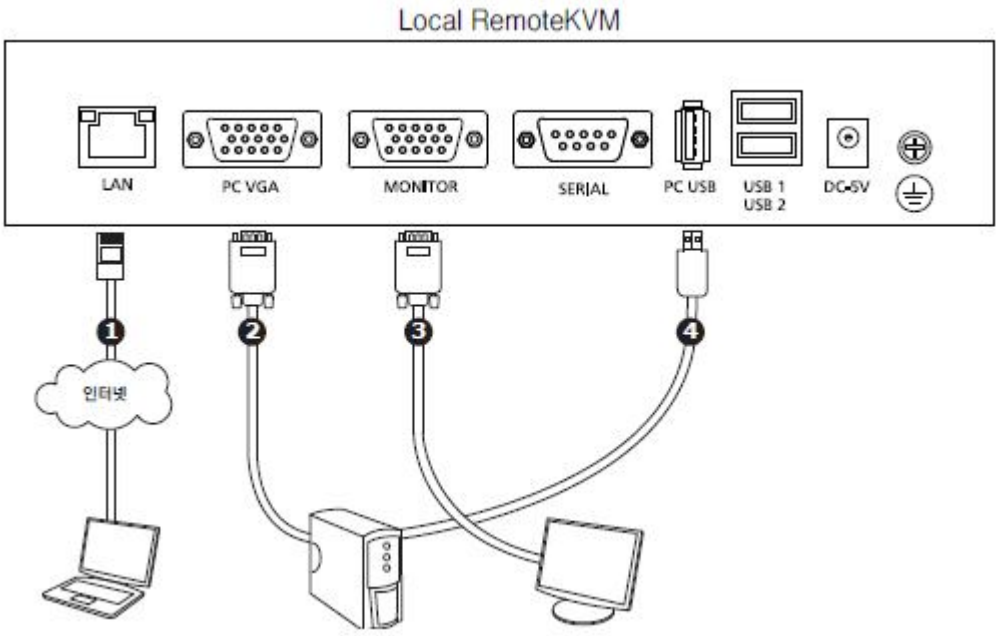
2.3. Safety Precautions

- Always refer to the user manual when installing this device.
- Double-check your network environment prior to setting up the device.
- Connect the VGA Monitor cable and USB cables to their appropriate ports on the RemoteKVM appliance.
- If the screen does not display properly, verify that the cables have been connected correctly.
- For inquiries involving technical support or installation, please contact your local technical support desk.

3. Connecting Peripheral Devices



① Connect your LAN port to an external internet connection.
② Connect the RemoteKVM PC VGA port to the PC's VGA-Out port.
③ Connect the RemoteKVM Monitor port to a local monitor.
④ Connect the RemoteKVM "PC USB" port to the PC to enable mouse and keyboard control.

4. RemoteKVM Appliance Connection

RemoteKVM's central management system allows for easy scalability and

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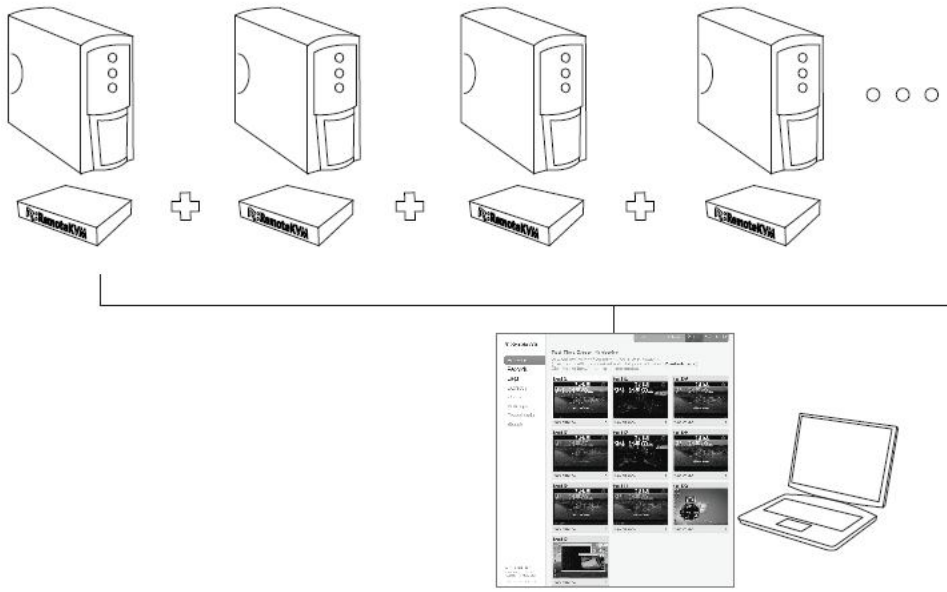
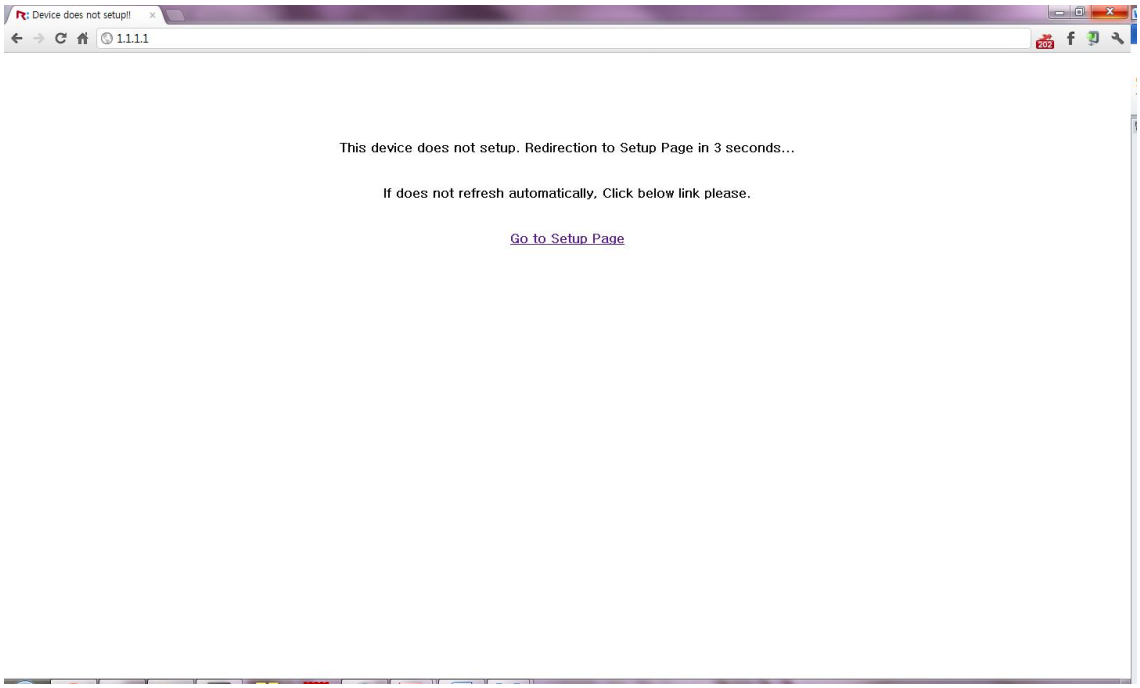
management.



In addition to the already registered devices, you can add additional RemoteKVM units through your web browser.

5. Setting up RemoteKVM



To start the RemoteKVM setup, launch your web-browser, while connected to the RemoteKVM device, and type: http://1.1.1.1.

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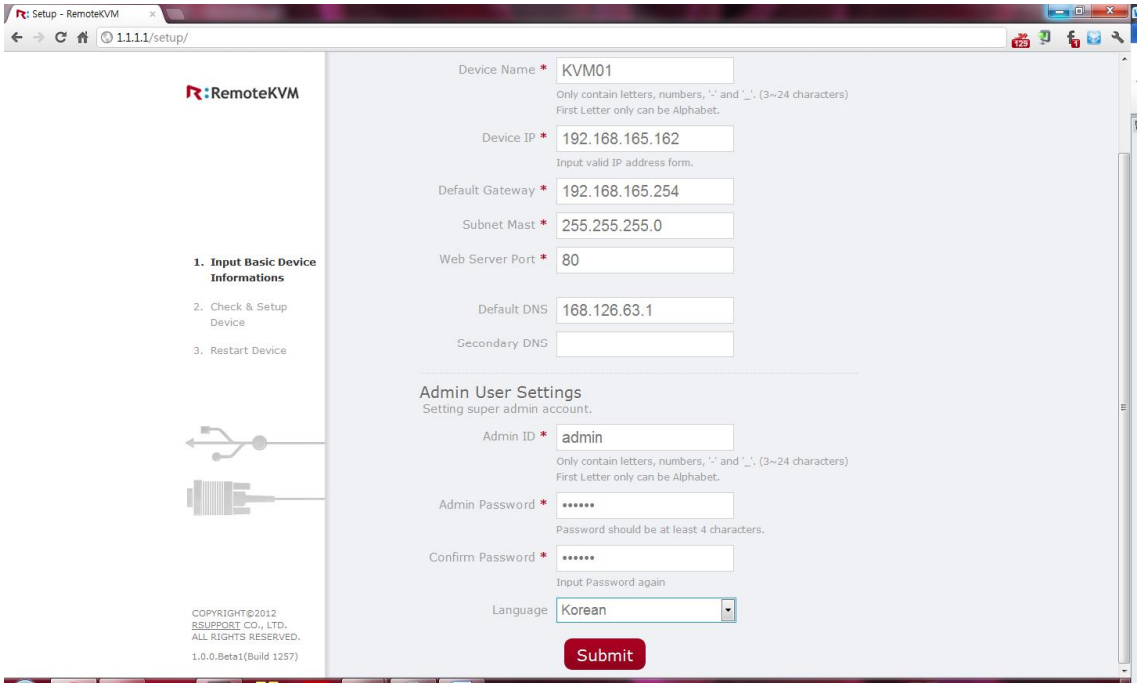
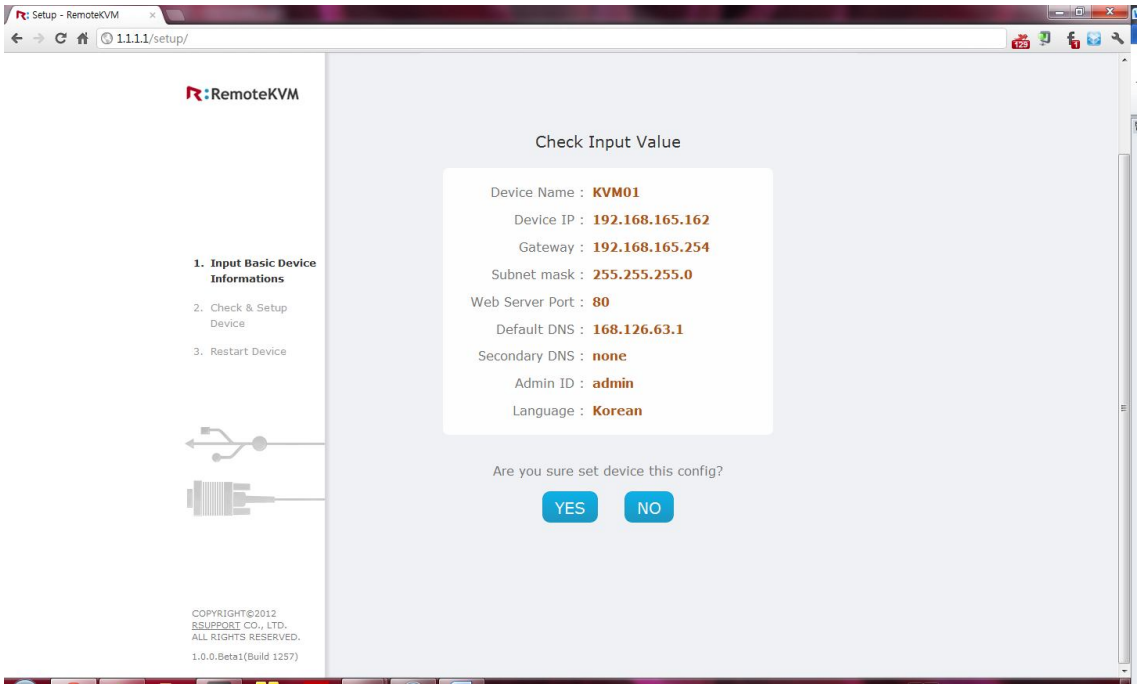
(*The PCs IP range must match the same format used with the KVM unit. i.e. same subnet mask, 255.255.255.255 and IP address, 1.1.1.2*)



Fill out the necessary fields and press 'Submit' when you've finished.



Verify the contents of the submitted fields and click 'Yes' to continue.

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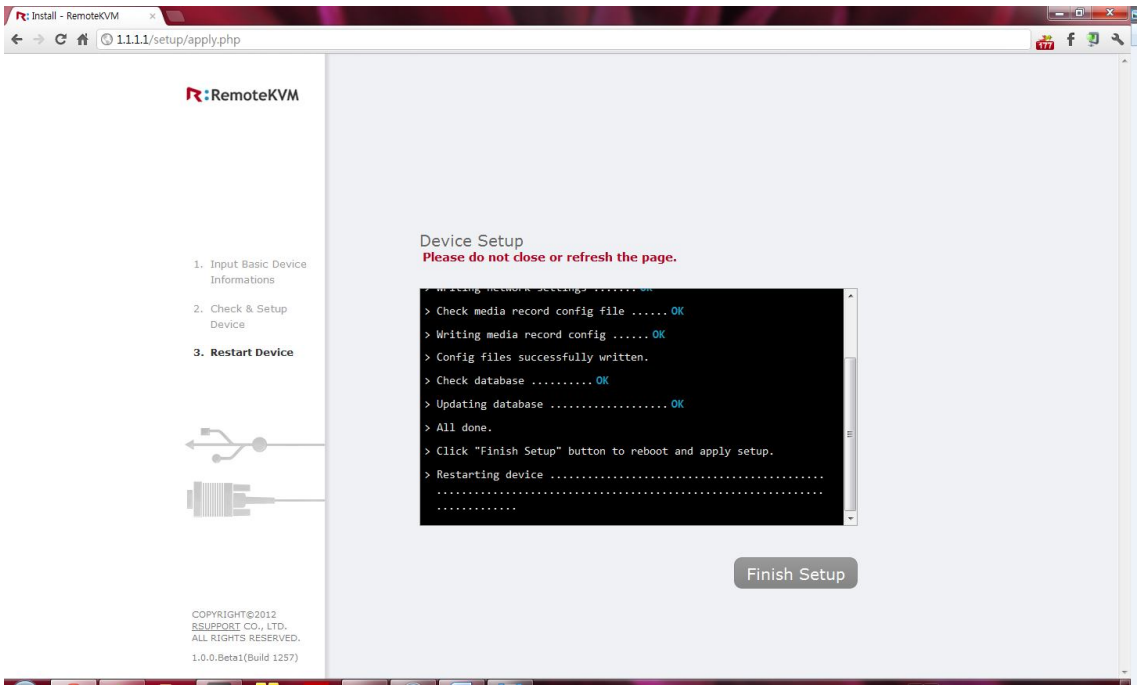
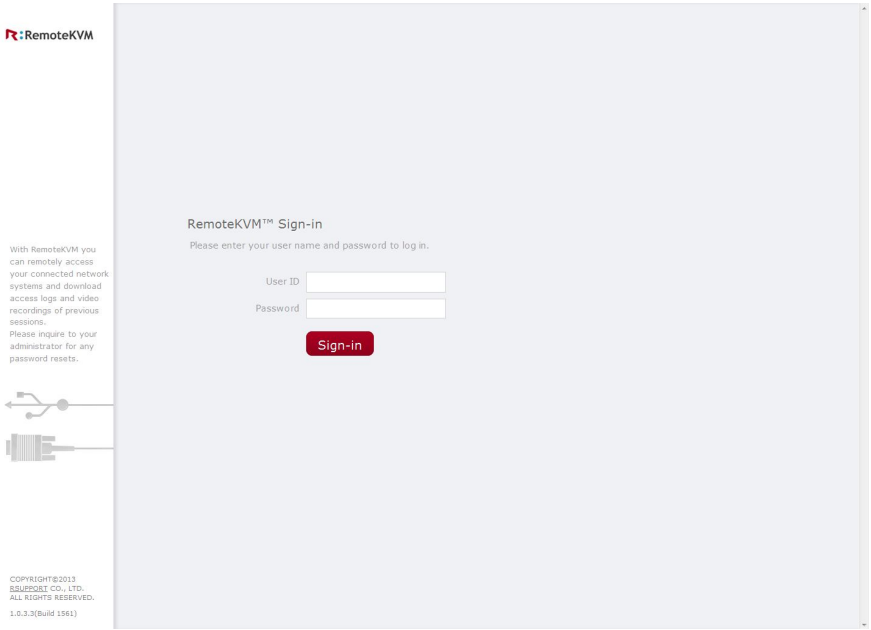


RemoteKVM will configure the new settings automatically. Click 'Finish Setup' to reboot and apply the new configuration.

6. Using RemoteKVM

6.1. Sign-in / Sign-out



After completing the initial configuration and setup, you will be able to access the RemoteKVM Sign-in screen by typing your designated IP address.

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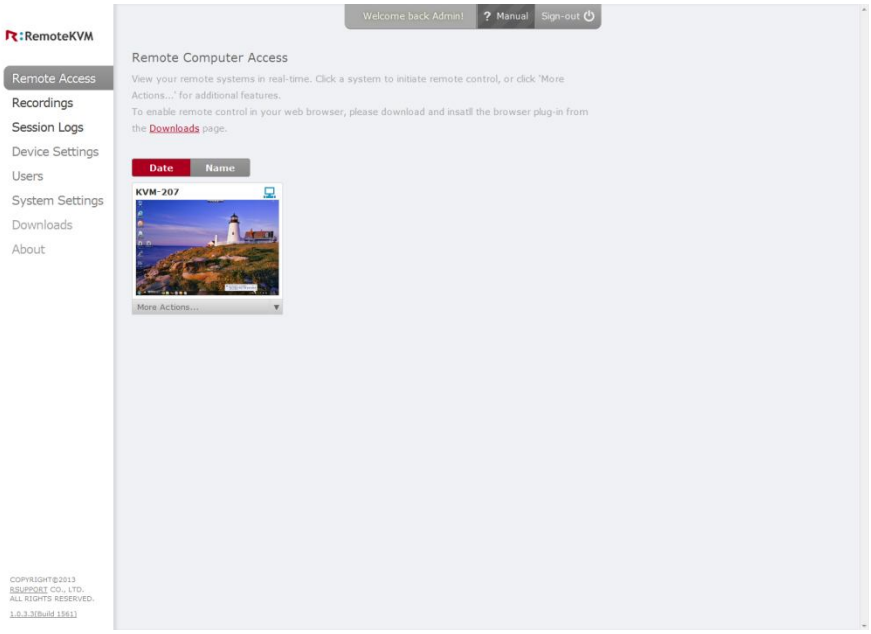
To exit RemoteKVM, click the 'Sign-out' button towards the top or exit your web browser.

6.2. RemoteKVM Menu



Menu Item	Description
Remote Access	Monitor and remote control registered PCs in real-time.
Recordings	View and download all previously recorded session videos.
Session Logs	View all actions performed within the RemoteKVM web interface.
Device Settings	Manage or add new devices to your RemoteKVM network.
Users	Create, delete, or modify RemoteKVM users.
System Settings	Modify RemoteKVM settings and preferences
Downloads	Download plug-in used for remote control.
About	Check RemoteKVM version and view additional information.

6.3. Remote Access

6.3.1. Plug-in Installation

For real-time monitoring and remote access, you must have the necessary plug-ins installed. If they are not installed, go to the 'Downloads' and install the plug-ins.

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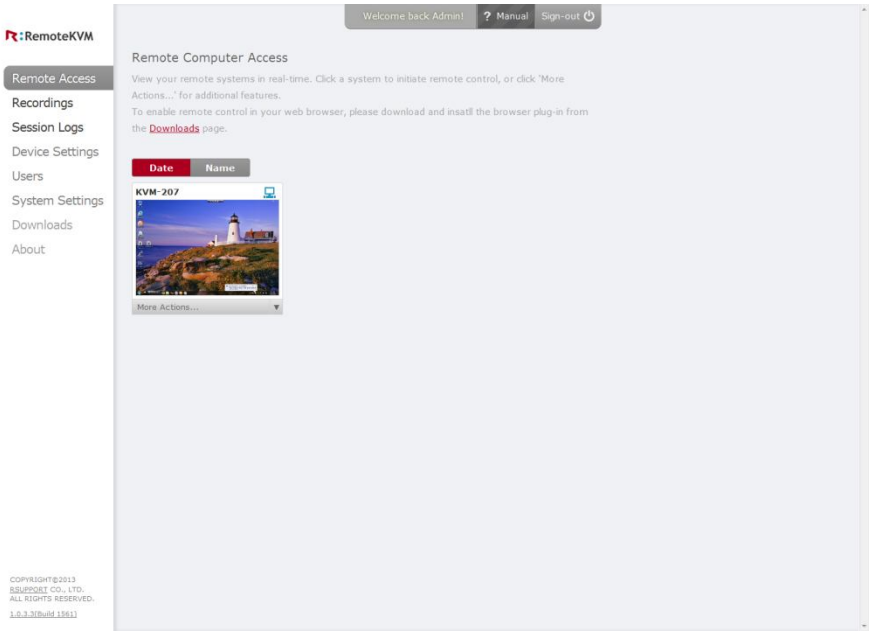
6.3.2. Real-time Monitoring & Remote Control



Upon logging into RemoteKVM, you will be able to monitor your devices in real-time and initiate remote control when necessary. In order to initiate remote control, click on the 'Play' button or select 'Remote Access' from the drop-down menu to launch RemoteViewer.

> *Remote control is only possible if the proper plug-ins are installed. For more information, refer to* **[6.11. Remote Access Plug-in Installation]**

6.3.3. More Actions

You can execute additional commands through this drop-down menu.

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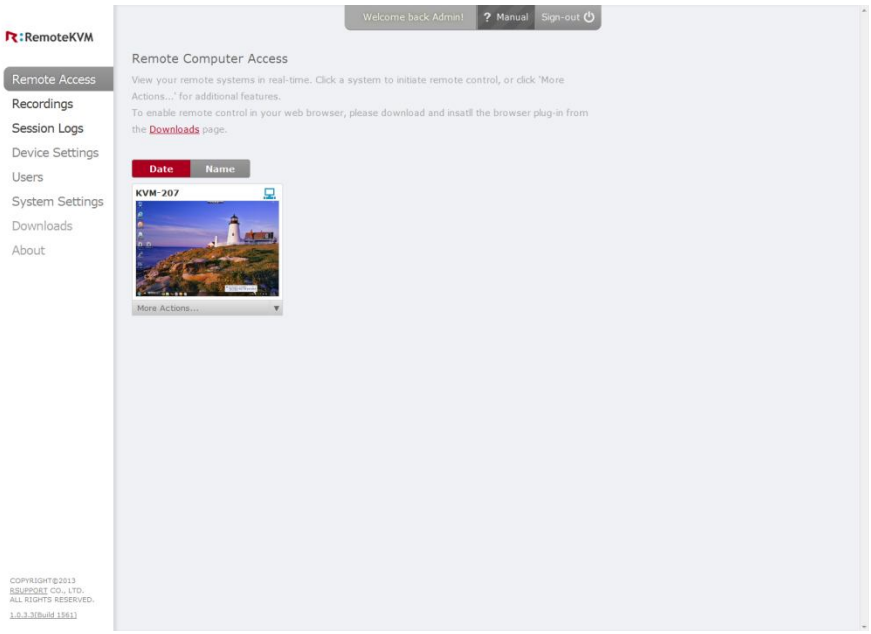

Menu Item	Description
Remote Access	Enables Remote Control
View Recordings	Brings you to the 'Recordings' page. You may view previously recorded support sessions from this page.
View Session Logs	Brings you to the Session Logs Page.
Device Settings	Brings you to the 'Device Settings' page. You may add, remove, or modify devices from this page. (Must have access to administrator privileges)
Reboot Device	Reboots the selected device. (Must have access to administrator privileges)
Turn on PC	Turns on the selected device. (Must have access to administrator privileges)

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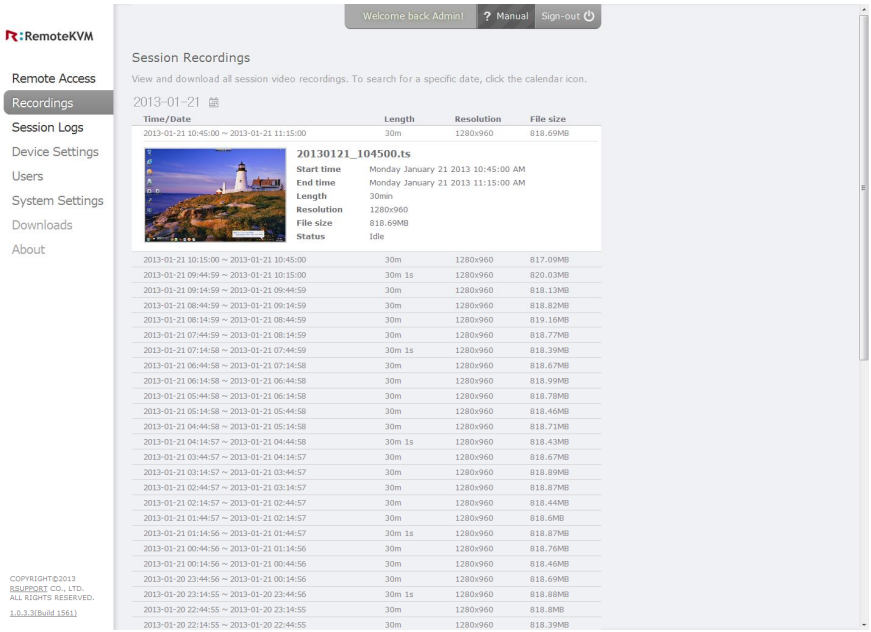
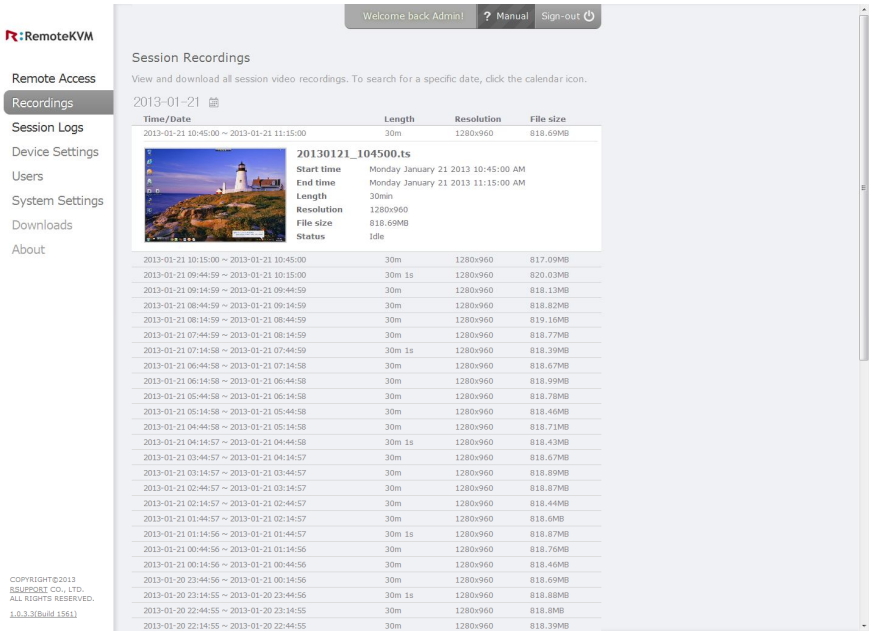
6.4. Recordings

6.4.1. Download Recorded Sessions



All recorded videos of support session can be stored on the RemoteKVM server. To download and view these videos, click on the date of the corresponding video, then click the 'Download' button that is displayed on the video preview screen.

6.4.2. Recording Information



From the Recording page, click on the desired recording to view details:

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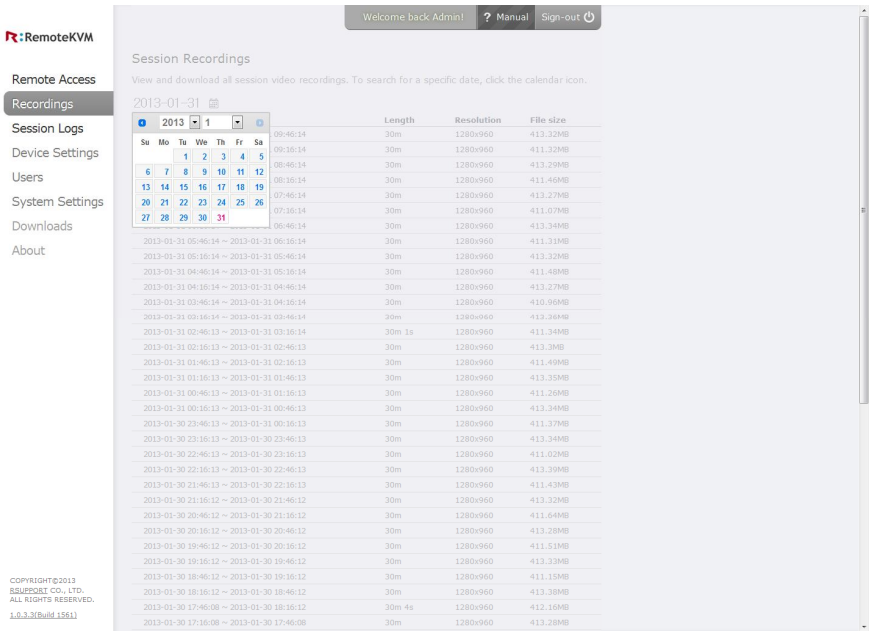
Menu Item	Description
Recording Start/End Time	Displays the start and end time of this session recording. (Follows DD-MM-YYYY HH:MM:SS format)
Length	Displays the length of the recorded session. The maximum permitted length is 30 minutes.
Resolution	Displays the video resolution of the recorded session.
File Size	Displays the size of the recorded session. File sizes are expressed in MB (Megabytes) or KB (Kilobytes). File size may vary depending on recording resolution.
Status	Displays the conditions under which the session was recorded. Sessions with remote control are in red. Sessions without remote control remain unmarked.

6.4.3. Find Session Recordings by Date



To sort and view session recordings by date, click on the 'Calender' icon and select the desired date.

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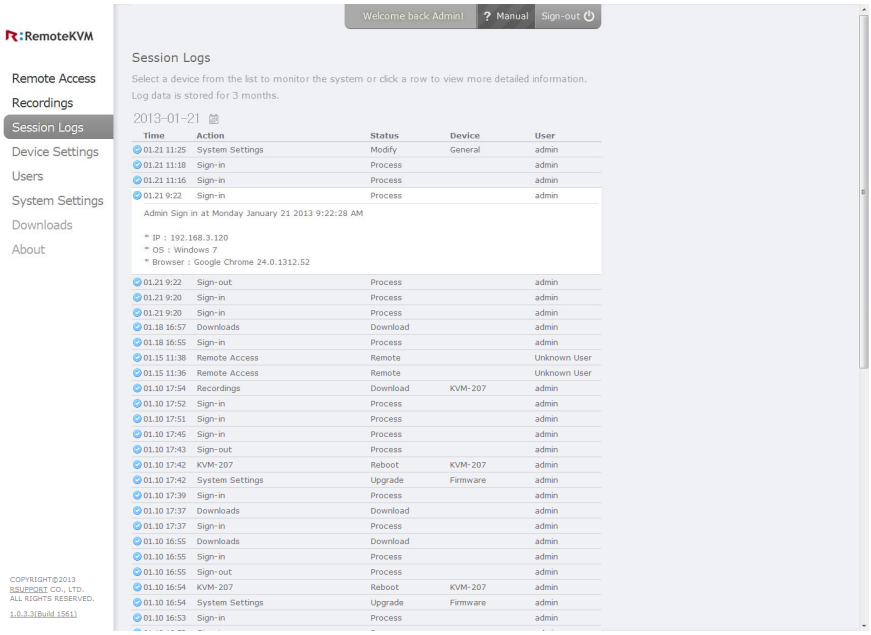
6.5. Session Logs



Menu Item	Description
Log Date	This is the date this log was created. (Follows MM.DD HH:MM format)
Access Information	Displays information about the access location such as: IP, operating system, web browser & version.
Action	Displays the action performed.
Status	Displays the type of action performed.
Device	Displays which device the action was performed on.
User	Displays which user performed the action.

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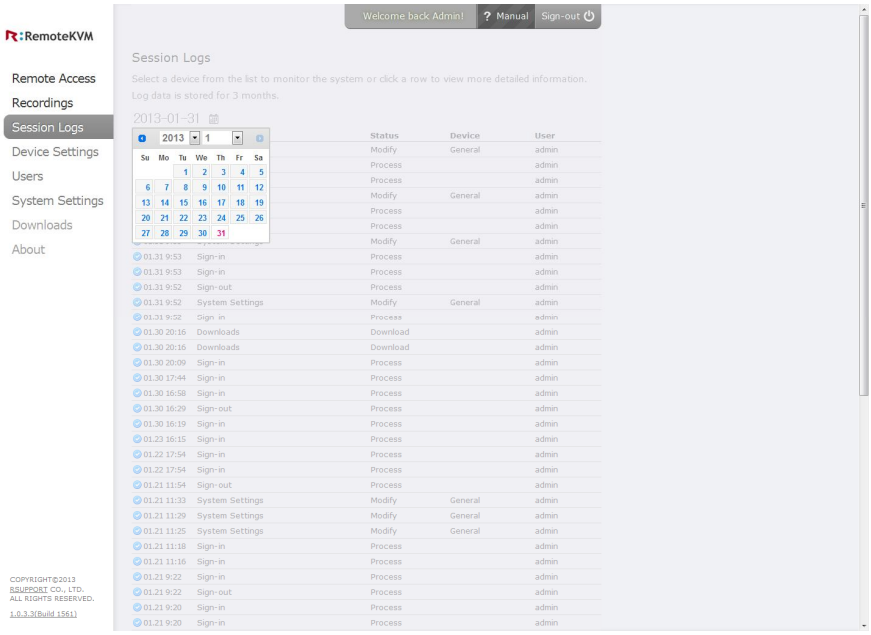
6.5.1. Find Logs by Date

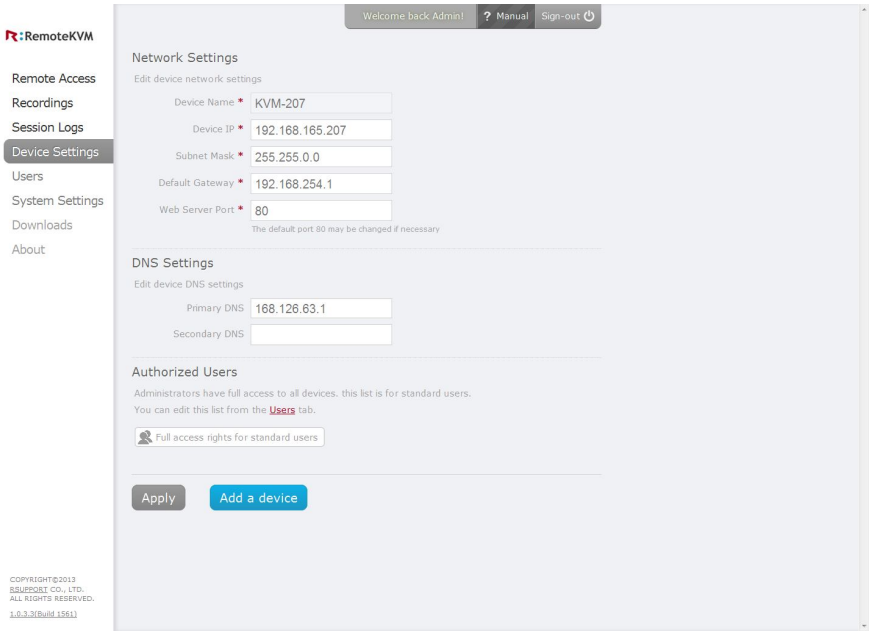


To sort and view session logs by date, click on the 'Calender' icon and select the desired date.

6.6. Device Settings

You must have access to administrator privileges to manage devices.

6.6.1. Add a Device



① From the 'Device Settings' page, click 'Add a Device'.

② Input the IP in 'Device IP'

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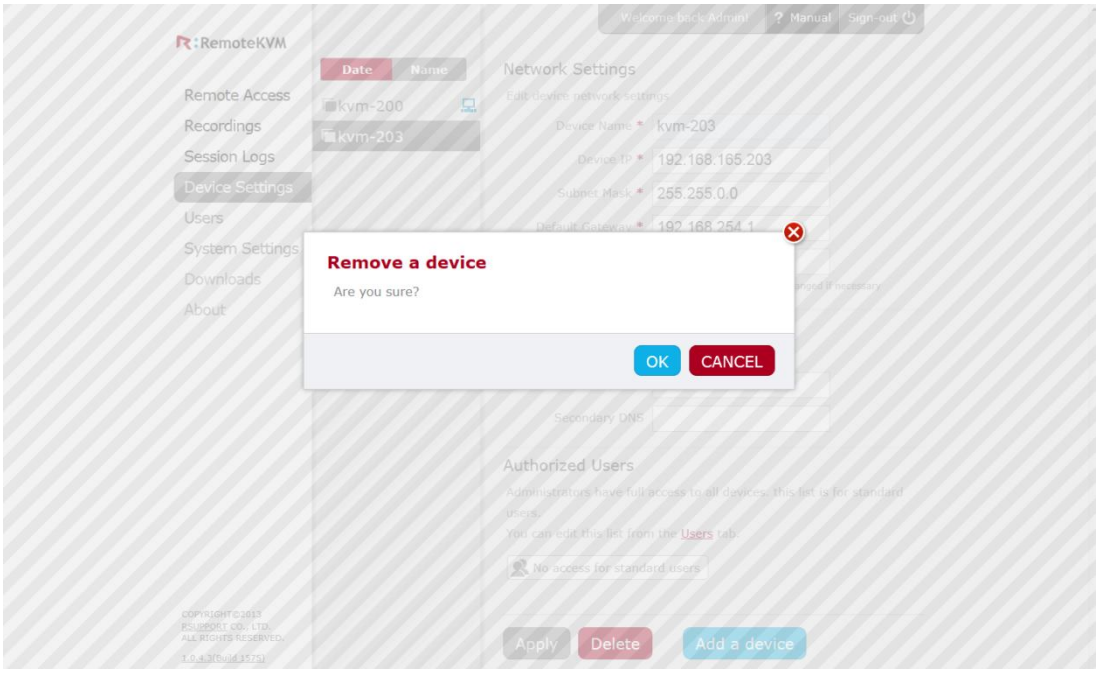
③ Once the IP has been determined to be valid, the other information will be filled-in automatically.

④ Input which port to use when connecting. (80 is the default port)

⑤ Click 'Create' once you've finished.

6.6.2. Remove a Device



① From the 'Device Settings' page, select the device you wish to remove.

② Click 'Delete' and it will ask if you are sure.

③ Click 'OK' to remove the device.

6.7. Users

6.7.1. Add a User

You may create users with or without administrative privileges.

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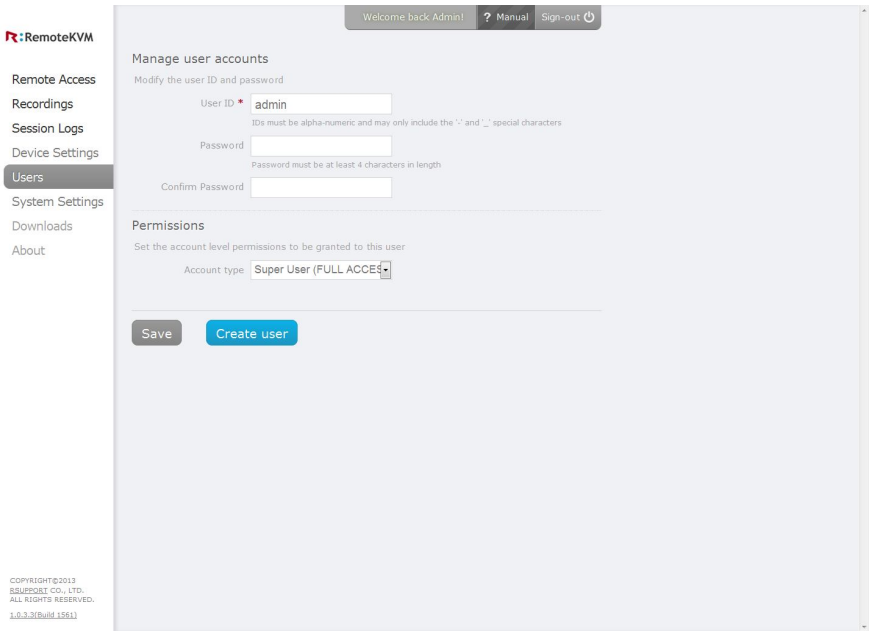


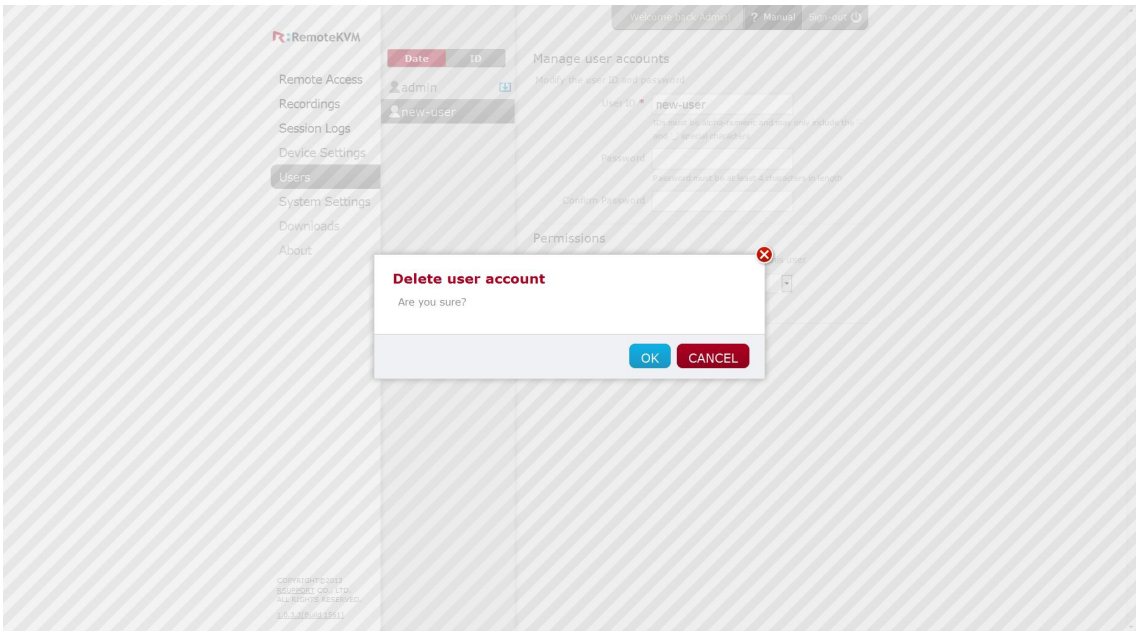
① From the 'Users' page, click 'Create User.'

② Input a user ID and password.

③ Select the level of access for the new user.

④ Click 'Create' once you've finished.

6.7.2. Remote a User



① From the 'Users' page, select the user you wish to remove.

② Click 'Delete' and it will ask if you are sure.

③ Click 'OK' to remove the user.

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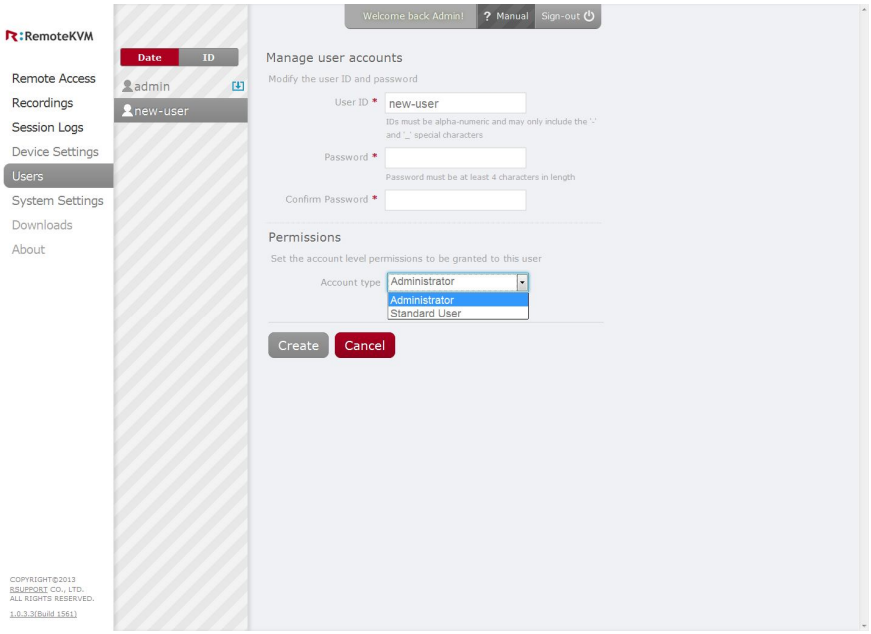
6.7.3. Edit User Permissions

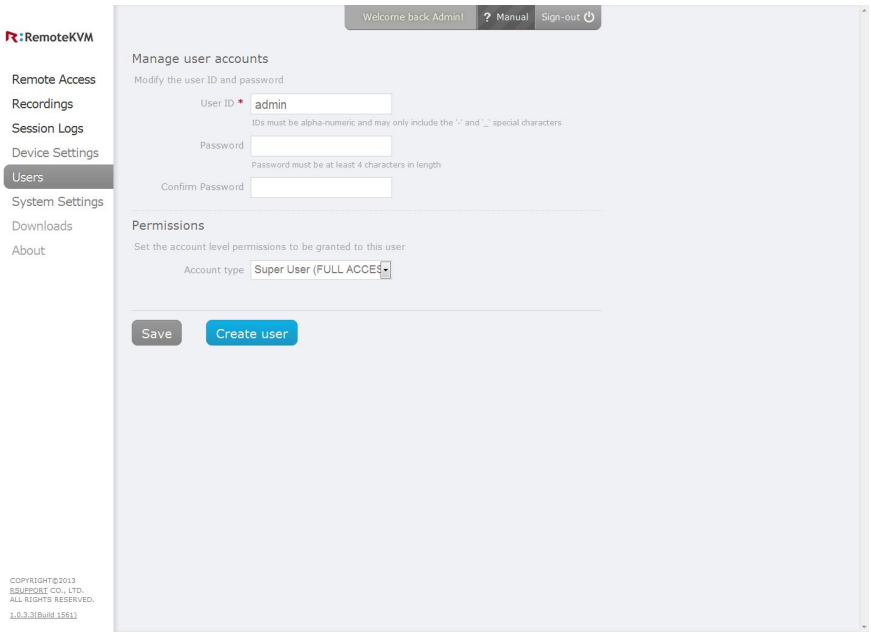
You can edit user permissions from the 'Users' page.



① From the 'Users' page, select the appropriate user.

② Under 'Permissions', select either Administrator, or Standard User from the drop-down menu.

6.7.4. Change User Password



① From the 'Users' page, select the appropriate user.

② Input the new password, then re-enter to confirm.

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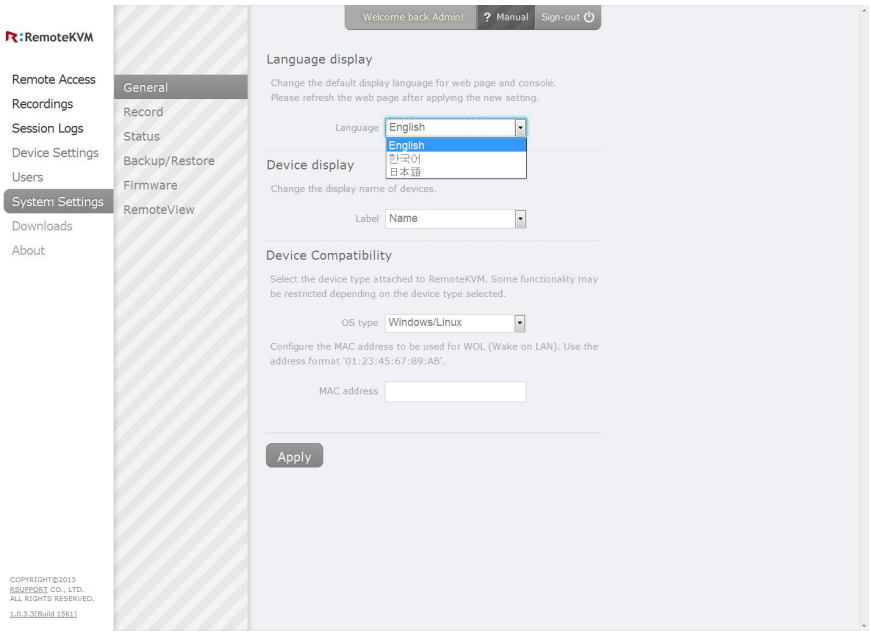
③ Click ‘Save’ once you’ve finished.

6.8. Language Settings



① Go to System Settings > General > Language Settings and select your desired display language.

② English, Korean, and Chinese are currently supported.

③ Click ‘Apply’ once you’ve finished.

6.9. Updating Firmware

6.9.1. What is Firmware?

Firmware is preinstalled software contained in electronic and computing device, such as RemoteKVM. Firmware is held in non-volatile memory devices such as ROM, or EPROM. Firmware can be updated to easily address bug fixes and add additional features later on without having to modify the device itself.

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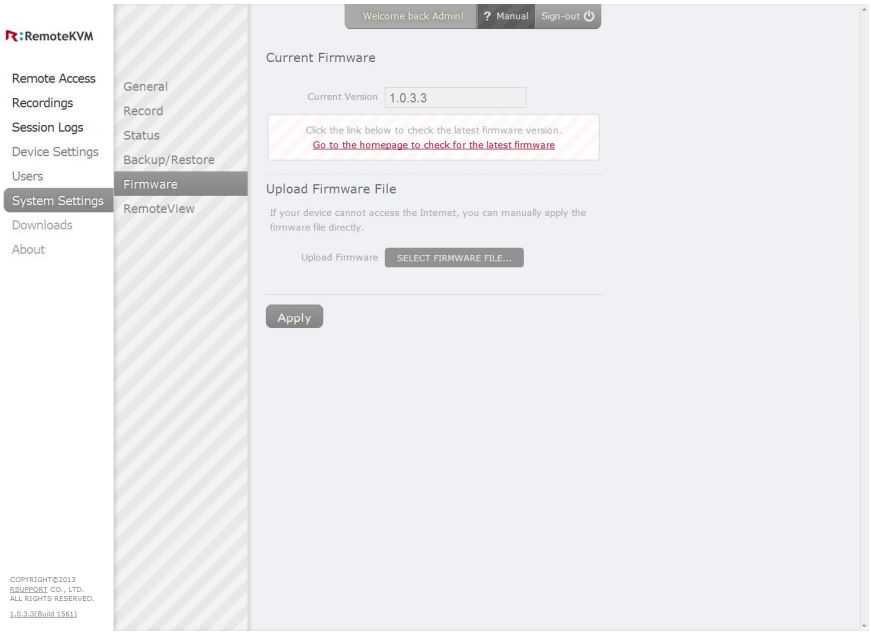
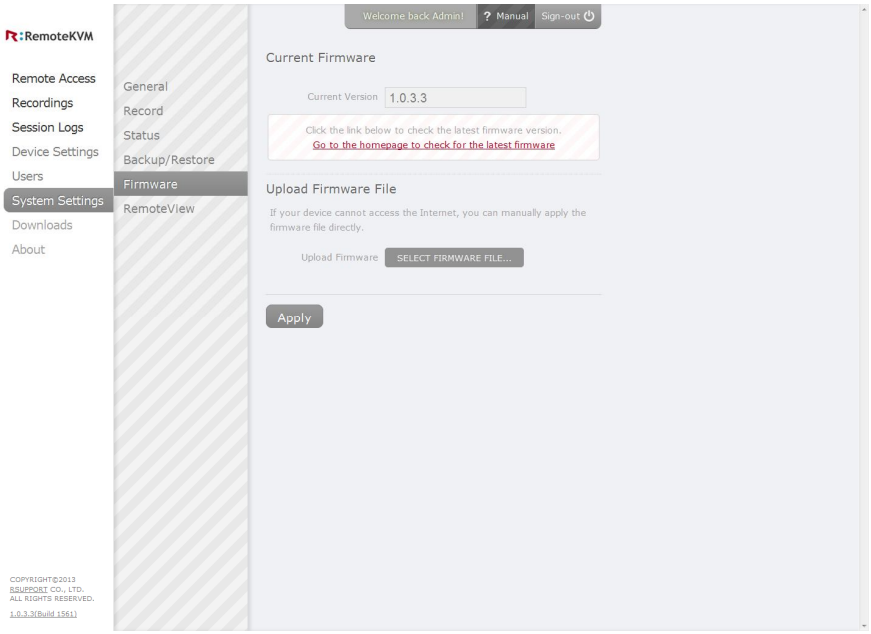
6.9.2. Check for the Latest Firmware Update



① Go to System Settings > Firmware

② The current version is displayed, click on 'Go to the homepage to check for the latest firmware' to verify if your RemoteKVM is up to date.

6.9.3. Upload Firmware



① Go to System Settings > Firmware

② To manually update firmware, click 'Select Firmware File...'

③ Select the downloaded firmware file and click 'Apply'.

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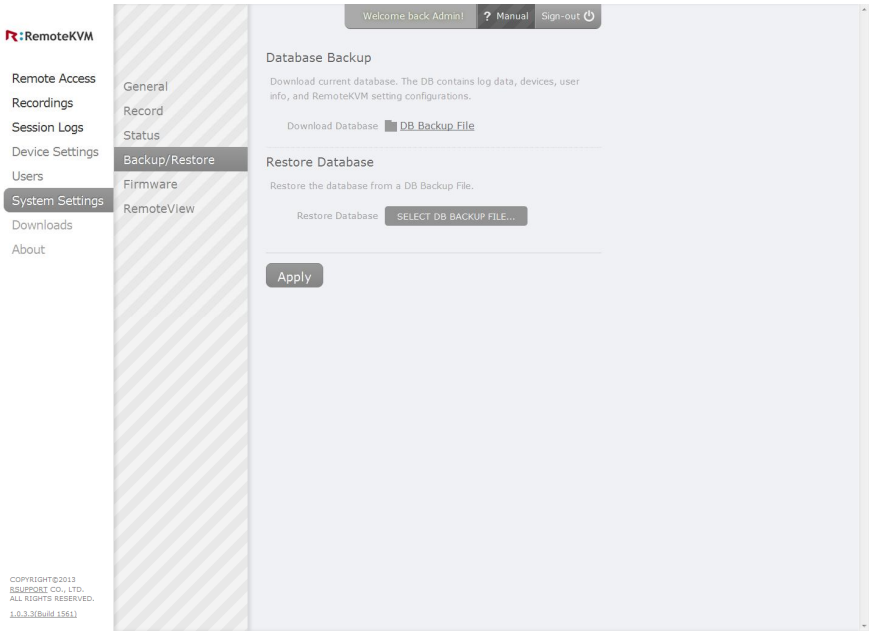
6.10. Database Backup / Restore

6.10.1. Backing up the Database

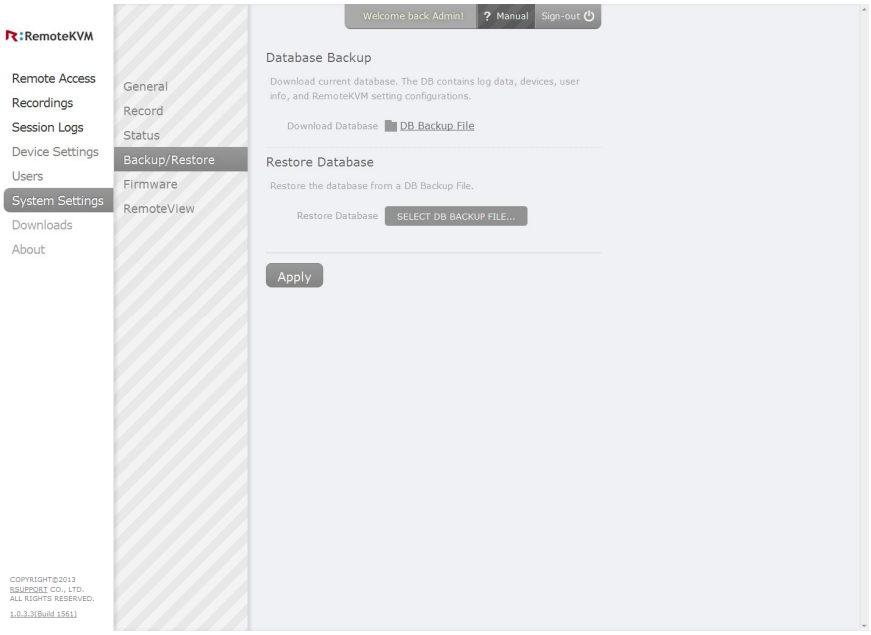


① Go to System Settings > Backup/Restore

② Select the database you wish to backup.

③ Download the 'DB Backup File' onto a local device.

6.10.2. Restoring the Database



① Go to System Settings > Backup/Restore

② Click 'Select DB Backup File…' under Restore Database.

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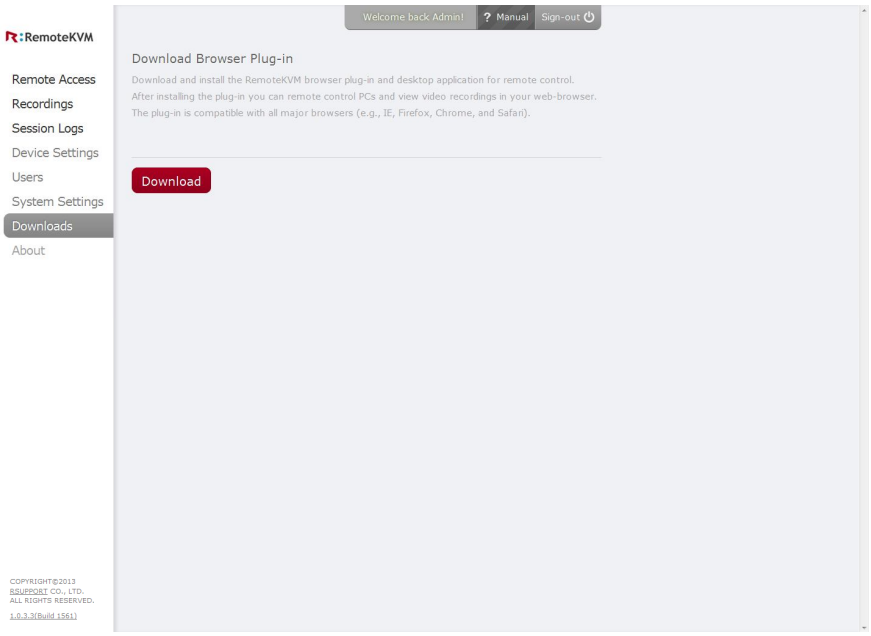
③ Select the database you wish to restore.

④ Click 'Apply' once you've finished.

6.11. Remote Access Plug-in Setup

6.11.1. Downloading the Remote Access Plug-in

Go to the 'Downloads' page and download the plug-in onto your computer.



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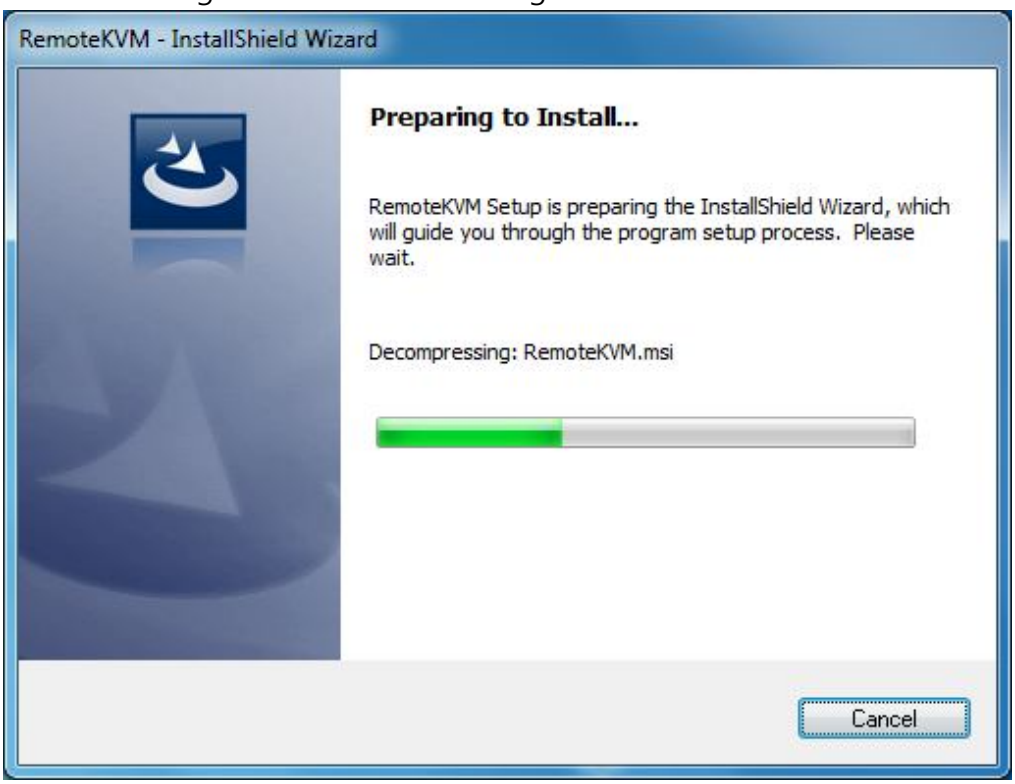
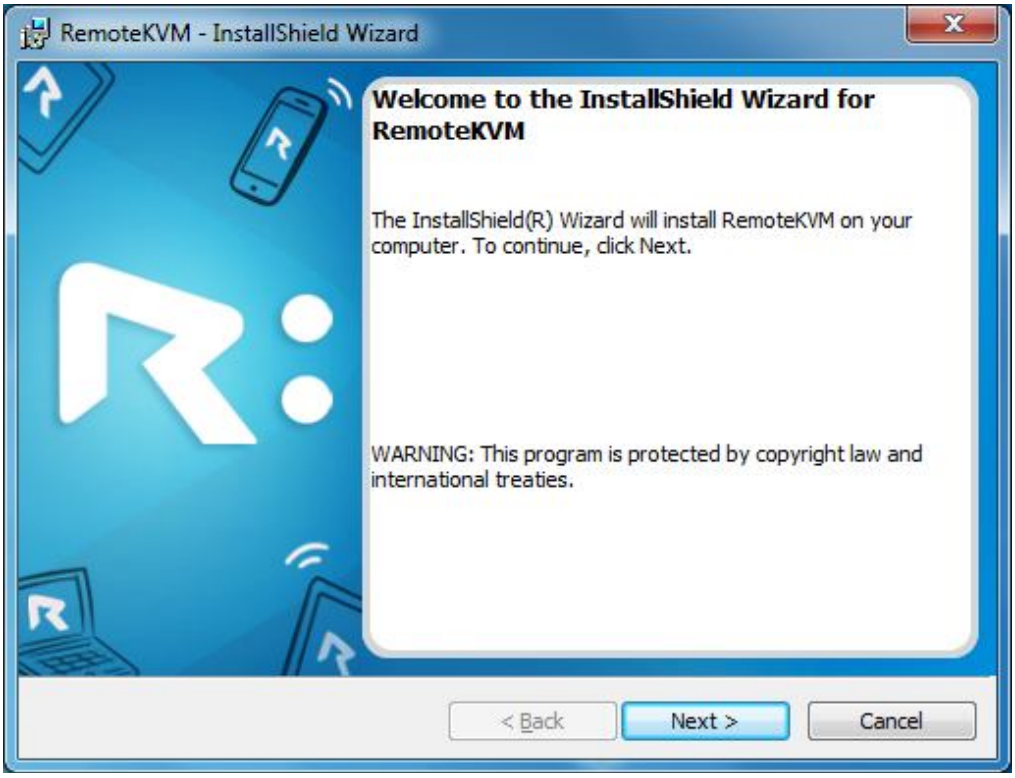
6.11.2. Installing the Remote Access Plug-in



① Double click and run the plug-in file (kvm_setup.exe) downloaded from [6.11.1 Downloading the Remote Access Plug-in]



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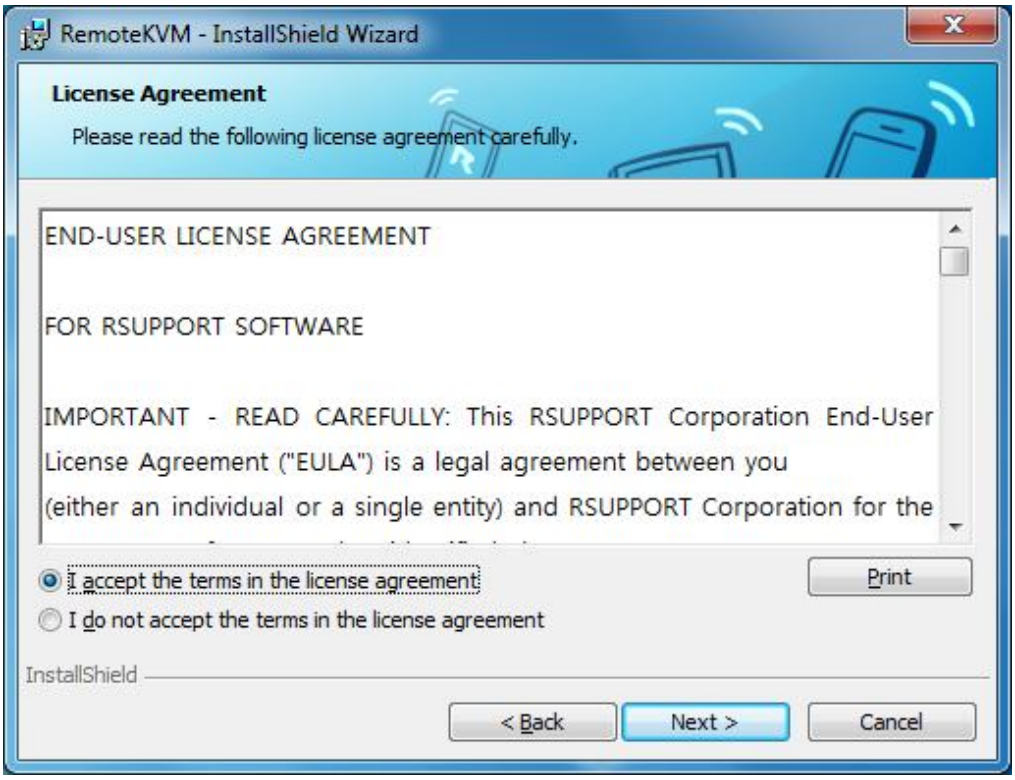
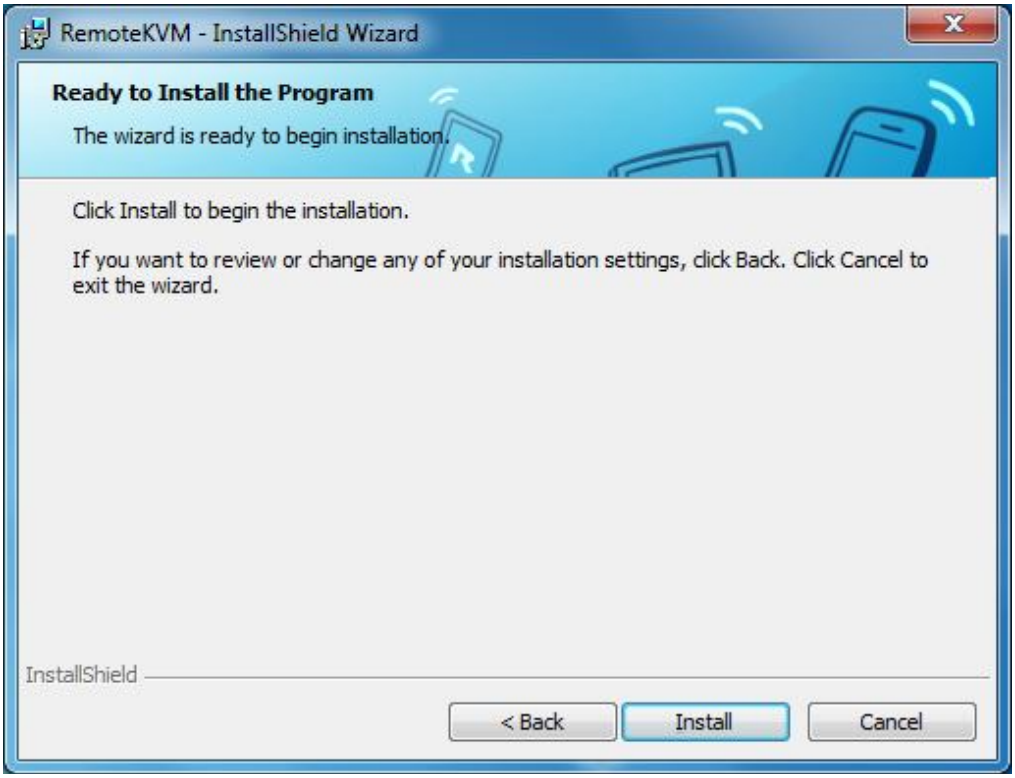
② Click 'Next' to continue the installation process.



③ Read and Accept the User Agreement, then click 'Next' to continue the installation process.



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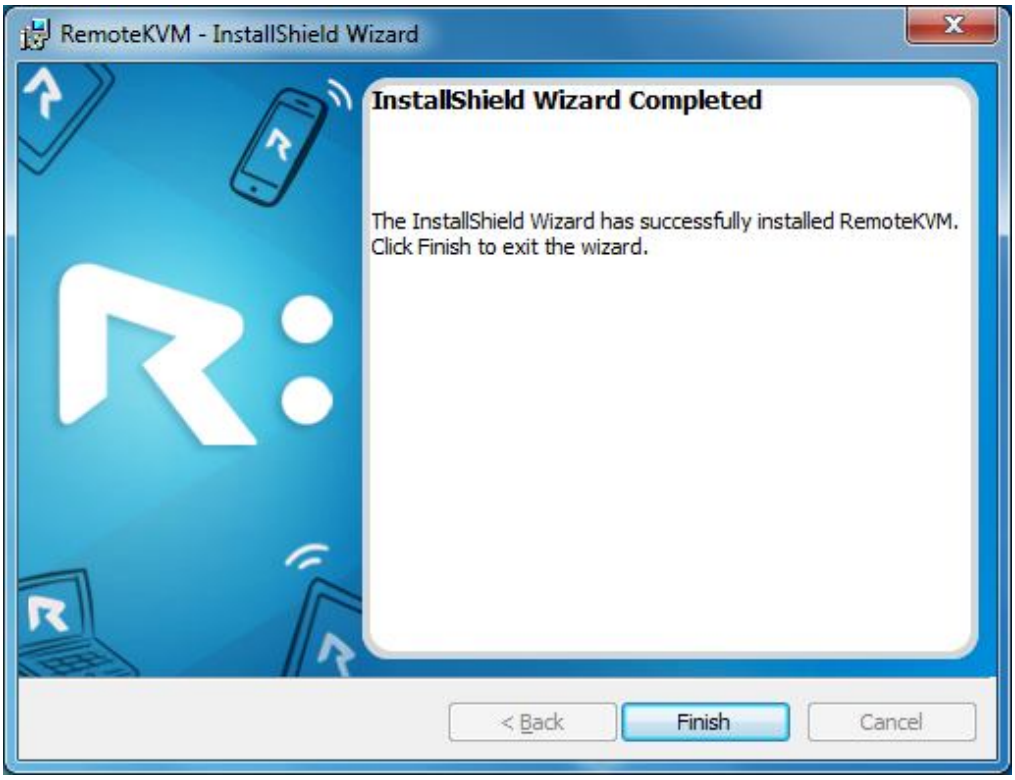
④ Click 'Install' to continue the installation process.



⑤ Once the installation has completed, click 'Finish'

6.11.3. Updating the Remote Access Plug-in

RemoteKVM will prompt you to update the plug-in if your plug-in is outdated. Proceed with the update to download the latest Remote Access Plug-in.

7. Remote Access Controls

7.1. Using Remote Control

Refer to **[6.3.2. Real-time Monitoring & Remote Control]** to utilize remote control. For additional information on RemoteViewer, refer to **[Using RemoteViewer]**.

7.2. RemoteViewer Resolution

Resolution	Refresh Rate (Hz)
640 * 480	60, 75
800 * 600	60, 75
960 * 600	60
1024 * 768	60, 75
1088 * 612	60

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1152 * 864	60
1280 * 720	60
1280 * 768	60, 75
1280 * 800	60
1280 * 960	60, 75
1280 * 1024	60
1360 * 768	60
1360 * 1024	60
1400 * 1050	60
1440 * 900	60
1600 * 900	60
1600 * 1024	60
1600 * 1200	60
1680 * 1050	60
1920 * 1080	60

7.3. Using RemoteViewer

7.3.1. RemoteViewer Features

Main	Control Settings	Remote Access settings
	Remote PC Screen Lock	Turns OFF the remote PC's display
	Always on Top	Always keeps the RemoteViewer application on top
	Lock Viewer	Turns OFF the local PC's display
	Exit	Ends remote control
Mouse & Keyboard	Mouse & Keyboard Control	Controls the remote PC with local keyboard and mouse
	Single Mouse	Displays pointer on the remote PC screen only
	Ctrl+Alt+Del Input	Sends 'Ctrl+Alt+Del' command to the remote PC
Screen	Customization	Adjusts the screen size of the remote PC (25%-200%)
	Autofit	Automatically adjusts the remote PC's screen size to fit
	Actual Size	Displays the actual resolution of the remote PC
	Full Screen	Displays the full screen of the remote PC
	Refresh	Refreshes the RemoteViewer screen
	Screen Capture	Takes a screenshot of the remote PC screen (Saved as

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Tools		*.png)
Extra Features	Virtual USB Drive	Emulate your local USB drive on the remote PC
	Virtual CD-ROM	Emulate your local CD-ROM drive on the remote PC
	Virtual Image	Mount an image file (*.iso) on your local PC to be used on the remote PC
	Virtual Connection Cancel	Disconnect the virtual drive.

7.3.2. RemoteViewer > Main

7.3.2.1. Control Settings

Apply additional remote control settings. It is possible to apply these settings while remote controlling a PC.

Remote Screen	Screen Quality	Set the RemoteViewer screen quality Set to: Low – Medium – High
Screen Scroll	Auto Scroll	Check to enable 'Auto Scroll' Functionality Auto Scroll allows you to scroll by moving your mouse to the corners of your RemoteViewer screen when the remote PC screen is larger than your local display.
	Panning	Check to enable 'Panning' Functionality Panning allows you to click and drag the screen to move it in the desired direction.

7.3.2.2. Remote PC Screen Lock

Turns the Remote PC's display off. The remote PC's display won't be viewable until 'Remote PC Screen Lock' has been deselected.

7.3.2.3. Always on Top

Always keeps the RemoteViewer application on top.

7.3.2.4. Exit

Ends remote control. Click 'Yes' when asked if you wish to close Remote Access.

7.3.3. RemoteViewer > Keyboard and Mouse Menu

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7.3.3.1. Keyboard and Mouse Control

Upon connection, keyboard and mouse controls are enabled by default. Click the 'Keyboard and Mouse' icon to toggle remote control on and off.

Single Mouse

Synchronizes your local mouse movement with the pointer displayed on the RemoteViewer screen.

7.3.3.2. Ctrl+Alt+Del Transfer

Sends 'Ctrl+Alt+Del' command to the remote PC

7.3.4. RemoteViewer > Screen

Choose between various screen settings to fit your remote viewing environment. Click the 'Screen' icon to sequentially decrease the screen size of the remote PC.

7.3.4.1. Customization

Manually adjust the remote PC's screen size. 25% to 200% Zoom is capable.

7.3.4.2. Autofit

Automatically adjust the remote PC's screen size to fit within the RemoteViewer.

7.3.4.3. Actual Size

Sets the remote PC's screen size to its designated resolution. (Depending on your viewing environment, the screen size may exceed the size of your RemoteViewer.)

7.3.4.4. Full Screen

Shows the full screen of the remote PC on your local RemoteViewer.

To exist 'Full Screen' mode, click on the icon in the RemoteViewer Toolbar and select 'Restore Screen'. Or, click the 'Screen Restore' icon on the right-hand side of the toolbar to exit 'Full Screen' mode.

Tip!	The 'Pin' feature prevents the tool bar from hiding automatically once you take your pointer off of it. Utilize the 'Pin' feature for added convenience while in 'Full Screen' mode.

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[Pin feature disabled – Default]

[Pin feature enabled]

7.3.4.5. Refresh

Refreshes the RemoteViewer screen.

7.3.5. RemoteViewer > Tools

7.3.5.1. Screen Capture

Capture and store the remote PC's screen. (Saved as a *.png file)

- Screen Capture Image Default Storage Directory (Windows 7) : C:₩Users₩Public₩Documents₩Rsupport₩RemoteKVM₩Capture

7.3.6. RemoteViewer > Virtual Drives

7.3.6.1. Virtual USB Drive

Insert a USB Drive into the USB port on your local PC. Then, click 'Virtual USB Drive' to use your local USB drive as a virtual USB drive for your remote PC.

7.3.6.2. Virtual CD-ROM

Insert a CD into the CD-ROM drive on your local PC. Then, click 'Virtual CD-ROM' to use your local CD-ROM drive as a virtual CD-ROM drive for your remote PC.

7.3.6.3. Virtual Image

Mount an image file (*.iso) onto your local PC. Then, click 'Virtual Image' to use your mounted image on your remote PC.

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7.3.6.4. Virtual Connection Cancel

connected unconnected

Upon selecting a virtual device, the icon will activate. Click 'Virtual Connection Cancel' to end the connection.

8. About

Your RemoteKVM's version information and serial number are shown here. In addition, customer support contact information for RemoteKVM customers will be available here.

9. Help

Provides the same helpful information that are available online and in this manual.

10. Customer Support

This manual was created to help even first-time users understand how to use RemoteView. If you are still unsure on how to use RemoteView, please refer to the section below for additional support.

Rsupport Homepage

Additional information, tips, or tech-related questions in regards to RemoteView can be found on our website. For matters that are not listed on our website; please leave an Online Inquiry and we will be sure to reply as soon as possible. Thank you.

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